

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



*Loading the train at the Transfer Station with waste designated for the
Resource Recovery Facility. Transportation of waste by rail takes
125 tractor trailers off the road every day.*

MONTHLY REPORT

SEPTEMBER 2008



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2009 began July 1, 2008.)

FACILITY	Sep FY09	FY09 Total	Sep FY08	Sep FY07
Materials Recovery Facility ⁽¹⁾	7,344 tons	20,998 tons	7,119 tons	8,457 tons
Brunswick Landfill Facility ⁽²⁾	20,202 tons	61,797 tons	19,809 tons	23,748 tons
Resource Recovery Facility ⁽³⁾	50,676 tons	151,366 tons	39,609 tons	51,020 tons
Yard Trim Compost Facility	3,002 tons	9,151 tons	2,606 tons	2,680 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During September, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in September;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for September 2008 totaling \$1,396,712.36 (an increase of \$71,192.70 over September 2007);
- Updated the Aging Report (30-day arrearage was \$756.00 as of October 7, 2008);
- Reconciled September 2008 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued compiling data for the FY08 County-wide materials flow analysis;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database; and
- Begin FY10 budget preparation and rate calculation

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – A meeting was held on Tuesday, September 9, 2008, at the Gothic Barn in Dickerson. There was a quorum. Topics discussed included the following: Covanta's Environmental Management System; Chiswell Lease; DEP Monitoring Report; Deer Management and Ambient Environmental Monitoring Update. The next meeting is scheduled for Tuesday, December 9.

Solid Waste Advisory Committee (SWAC) – The SWAC meeting that was scheduled for Saturday, September 6 was cancelled due to inclement weather. The next SWAC meeting will be held on October 7, 2008 in the Executive Office Building Lobby Level Auditorium.

COLLECTIONS

Resident Missed Collection Complaints:

September 2008	118
September 2007	117
Difference	+1

Call Center:

Calls received	5,888
E-mails received	1,562
Voicemails received	122
Bulk trash requests	1,814
Scrap metal requests	1,829
Blue bin requests	1,200
Blue cart requests	302

Public Outreach:

- **Survey Cards:**

Mr. Rashi Birndorf distributed 767 survey cards in September and received 2.6% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	68%	0%	32%	0%	0%
County Staff	65%	36%	0%	0%	0%
Recycling Crews	45%	45%	0%	10%	0%

- **Comments from Survey Cards:**

"Trash collectors throw or dump garbage cans and bins, producing cracks and breaking them (including your blue bins)."

"Pick ups are fast, the men are friendly and polite, but some empty cans are left on the street in some areas. Maybe it is the wind!"

"I am glad to finally receive a new paper recycling bin. It would be so helpful if the county offered shredding service."

"I just moved to Bethesda from Switzerland, where they take recycling very seriously. I am very impressed with the service here."

"The round sticker falls off. I have to reinforce with scotch tape. Stickers need to stay on trash cans for time."

"Recycling containers could be made in dark brown or green to be more esthetically pleasing to landscape". (Big complaint among people).

- **Website Survey:**

For the month of September, 50 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, crews, and collections staff:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	68%	30%	2%	0%	0%
County Staff	66%	31%	3%	0%	0%
Recycling Crews	53%	41%	6%	0%	0%

- **Comments from Website Surveys:**

"This team is always prompt and work very efficiently. Keep up the good work."

"I am very thankful for the efforts that go into recycling in Montgomery County. Could we have more information on small backyard composting on the website, please."

"You are doing a great job! Keep it up!"

"Thanks for expanding the plastic recycling. Now if only there was a way to recycle plastic bags."

"Crews need to replace empty bins to the side of the driveway, not in the center, to allow for easier access."

"Excellent recycling program and easy to use web site too. Recently requested a new blue bin for recycling and it is offered for free - wow! Keep up the good work."

"Online request for my new recycling bin was fast and efficient."

"Your department makes good use of the Internet for communicating with the County residents."

"I have a niece who lives in Pennsylvania and she is envious of the program in Montgomery County. I feel lucky and proud to be a part of this recycling effort."

"The recycling crews are prompt and efficient. I have never had a problem with their work."

"I very much appreciate the curbside recycling that is available to us... but I would prefer the guys who pick up the recycling take an extra moment to put the bins back up on the curb and not leave them in the street. Thanks!"

Enforcement Actions:

There were no citations or Notices of Violation (NOV) issued this month.

Web Site:

The following is information gathered from the Montgomery County Solid Waste web in September 2008:

Solid Waste Services Website

Unique Visitors	37,483
Page Loads	121,550

Email List Memberships

Topic	Members
Holiday Reminder	12,363
HHW Announcements	3,156
Newsletter Helper	1,476
Facility Updates	929
Electronics Recycling	310
Total Subscriptions	18,234

Live Chats

Live and email follow-ups	53
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Most Popular Web Pages

1. How to recycle/dispose of...
2. Transfer Station
3. Bulk Trash
4. Plastics
5. Holidays
6. Curbside Recycling
7. Scrap Metal
8. Latex Paint
9. Household Hazardous Waste
10. Recycling Center

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in September 2008 (tons)
Computers	92 tons
TVs	58 tons
Propane Tanks	1 ton
Textiles	10 tons
Construction Materials (Don't Dump – Donate)	3 tons
Vehicle Batteries	15 tons

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – We had 7,296 patrons and solidified 67 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 14 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 1 ton of bikes in September for restoration and shipment to countries worldwide.

Paint Recycling – The HHW Program gave away 500 gallons to 10 walk-up customers and 62 cubic yards to Honduras.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station now has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production; 1.95 tons of SVO was shipped out for processing into biodiesel in September.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of September.

Oaks Landfill Air Emissions and Energy Recovery – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering services contract. Methane concentrations were sampled six times averaging 44.8 percent by volume. Those samples were taken as follows: once each at both the blower inlet and flare inlet on September 9, and twice each at both the blower inlet and flare inlet on September 12, with the latter samples taken at least four hours apart. Gas flow rate, measured once each day at the flare inlet on September 9 and 12 averaged 1,100.5 scfm.

TES Contract (Weather Station) – All of the instrumentation worked normally in September. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 6.21 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – On September 8, 2008 the City of Rockville's Council and Mayor voted unanimously to amend the City Code to allow Montgomery County's recycling regulations, ER15-04AM, to apply to businesses and multi-family properties within the City of Rockville, effective immediately. DSWS has committed to administering the requirements and expanding its current multi-family and business waste reduction and recycling programs to cover those entities in the City of Rockville. DSWS staff developed and implemented a coordinated education and outreach plan to visit all businesses and multi-family properties within the city limits of Rockville to provide them with a copy of the County's recycling regulation and information on setting up and improving existing recycling, waste reduction and buying recycled programs. The Division continued its efforts to educate residents about the County's expanded curbside recycling program to include additional types of plastic items including bottles, containers, jars, lids, pails, buckets and flower pots. Work is underway to revise existing educational materials to include the additional plastics recycling information. On September 18, staff made a presentation to the Metropolitan Washington Council of Governments (COG) Recycling Committee on the County's change to include additional plastic items in its curbside recycling program and its efforts to provide education to residents. Jurisdictions across the region are beginning to implement changes to their recycling program similar to Montgomery County. Work has begun on the fall issue of the Civic Loop newsletter and will be mailed to homeowner, civic and community associations in early October.

On-Site Composting and Waste Reduction Activities – In September, a total of 438 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Staff conducted a composting presentation to 26 residents at Brookside Gardens on September 23 as part of their Adult Workshop program. A second presentation on composting will be presented in February 2009. Work began on revising a mailer on composting that is expected to be mailed to all single-family households at the end of October.

Recycling Investigations Unit – Since the unit was established, 15,447 site visits and 2,405 formal investigations have been conducted. In September, 57 NOV's were issued for infringements against the recycling regulations and Chapter 48. Eighteen (18) citations were issued to businesses and multi-family properties for a variety of infractions, including failure to recycle required materials, failure to provide containers for required recyclable materials, and failure to properly maintain the premises by permitting solid waste to accumulate.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 1,016 on-site visits of businesses in September and participated in 11 educational events reaching 512 people. Staff resolved 2 complaints, delivered 680 desk-side recycling bins to small businesses, and responded to 109 requests for information ranging from requests for educational materials to presentations for property managers, tenants, and employees. Staff began the process of educating businesses in the City of Rockville about the County's recycling requirements. The SORRT program will hold two one-day Business Recycling and Waste Reduction Seminars for businesses in late October and early November. The seminars will help business managers, owners, employees, and property owners, managers and collectors to learn about the benefits of recycling, become aware of any changes or updates to the program, and ensure that their business is in compliance with the law. Work continued on the first FY09 issue of the SORRT Network newsletter that will be mailed in October. Work also began on the development of a special events brochure that will help individuals and organizations sponsoring special events to implement recycling programs at these events.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 267 on-site visits to multi-family properties to monitor the status and progress of their recycling programs. Staff participated in two multi-family resident education events that reached 52 people. Staff also resolved three resident complaints, responded to 22 requests for information, and distributed 1,908 multi-family recycling bins. Staff continued working with properties identified as having low recycling rates based on the data contained in the multi-family annual recycling reports. Staff began educating multi-family properties in Rockville about the County's recycling requirements. Planning is underway for a seminar that will be held on November 18 at the Bethesda North Marriott Hotel and Conference Center to educate multi-family property representatives, residents, and collectors on how to establish and maintain an effective recycling program in compliance with the County's recycling regulation. Work continued on the first FY09 issue of the TRRAC newsletter for property representatives that will be mailed in October. Work began on development of a video to educate multi-family residents on recycling, waste reduction,

and buying products made with recycled content. Work also began on a telephone survey of multi-family residents that will help DSWS tailor its assistance provided to properties and prepare educational materials that will be beneficial to managers and residents and be effective in increasing multi-family recycling achievement.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

Volunteer Activities – Twenty-seven volunteers provided 103 hours of their time to support recycling activities in September. Three volunteer recycling block captains contributed over five hours of their time disseminating information about the County's expanded plastics recycling program to 128 of their neighbors in Bethesda and Silver Spring and provided a composting and grasscycling demonstration to two residents in Rockville. Twenty-four volunteers provided nearly 92 hours of service talking to 2,223 residents at nine outreach events throughout the County. Two trained "lead" volunteers provided six hours of service staffing outreach events and talking to County residents, allowing DSWS staff to participate in other outreach events. The Recycling Volunteer Program recruited five new volunteers and three prospective volunteers in September. In addition, the program participated in volunteer fairs at the Takoma Park and Germantown campuses of Montgomery College reaching 154 potential volunteers.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring and Bethesda to ensure that the participants are recycling properly. The SORRT team continues to look for other potential participants interested in joining Cooperative Collection projects throughout the County, particularly in Central Business District areas.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 50,676 tons, or 1,689 tons per day. Trash deliveries averaged 11,221 tons per week. On September 13, Unit #3 was brought down for its fall outage, which lasted until September 22. The work included some retrofitting for the conversion to the LN technology. Unit #2 was also brought down on September 13 through September 18, due to low MSW. On September 29, annual stack testing began.

There was one OSHA recordable incident this month.

There were no generation emergencies issued by PJM during this month. No power was purchased during the month.

There were 3 AQA days (Air Quality Action days) forecasted during the month for which load was reduced on all days.

The following environmental activities occurred:

- Submitted the August 2008 Water Supply Monthly Operating Report to MDE.
- Submitted a Title V On-Permit change notification letter for the NOx improvement project to EPA and MDE.
- Performed annual review of plant operation EMS (Environmental Management System)
- Notified MDE of spill and cleanup activity on 9/17/08

Materials Recovery Facility (MRF) – Approximately 1,754 tons of commingled material were shipped out and approximately 5,590 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in September, 2008. The four 10-hour day work week was continued with no drop in production. The processing equipment was washed and painted. The break room, bathrooms and administration area hallway were painted. New asphalt speed-bump was installed in the scale house access road. Installed new Bee-bumps—hard speed bumps made of recycled PVC, painted black and yellow (hence, the “Bee” part of the name)—at the tipping floor bay. Caulk was replaced along the front of the facility.

Oaks Landfill – On behalf of NMWDA and DSWS, SCS Engineers, Inc. (SCS) submitted 100% design drawings to DPS for permit review. MDE issued the Air Permit to Construct on September 5, 2008. The project is still waiting for official comments from the Maryland-National Capital Park and Planning Commission (M-NCPPC). The M-NCPPC Planning Board hearing is scheduled for October 23, 2008.

Gude Landfill – On behalf of NMWDA and DSWS, SCS Engineers, Inc. (SCS) submitted 100% design drawings to DPS for permit review. MDE issued the Air Permit to Construct on September 5, 2008. The project is still waiting for official comments from the Maryland-National Capital Park and Planning Commission (M-NCPPC). The M-NCPPC Planning Board hearing is scheduled for October 23, 2008.

DSWS provided SCS Engineers’ comments on the 90% design drawings for the Yard Trim Processing Facility, Phase 1 – Site/Civil Design. SCS Engineers is still awaiting design comments from DGS/BDC. DPS provided some minor comments on the revised rough grading plan and erosion and sediment control plan for the secondary phase of soil surcharging of the landfill within the proposed project area. DSWS/DGS/BDC is in the process of preparing an RFP or Task Order for the Phase 2 – Site Facilities portion of the project.

Solid Waste Transfer Station – Covanta shipped 48,125 tons of processible waste via rail from the Transfer Station to the RRF; 2,088 tons more than shipped in September 2007.

The inbound radiation detectors had 14 alarms – three alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive

isotopes and residual radiation, and nine alarms by vehicles that were identified as low levels of medical isotopes with short half-lives in trash. There were also two false alarms.

Transfer Station Enforcement – Enforcement actions were slightly reduced this month due to the temporary assignment provided to one of the transfer station inspectors. This month we temporarily reassigned him to assist in the licensing process to cover for a vacationing employee. Under Chapter 48 of the Montgomery County Code, a total of 36 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: nine citations, one NOV, and no verbal warnings issued for expired or outdated collector's tags; 17 citations, six NOVs, and no verbal warnings were issued for cardboard mixed with waste for disposal; no citation issued for illegal dumping of solid waste; no citations and three NOVs issued for operating a collection vehicle without a tight-fitting cover; and no citations or NOV's were issued for transporting solid waste into the County from areas outside of the County without first obtaining a valid permit from the County.

Site 2 Landfill Properties – Repairs began on the barn at the Draper Farm. A task order for water resource engineering service was issued for the remaining Site 2 ponds.

Yard Trim Compost Facility – The facility received 3,002 tons of material for composting; this compares with 2,606 tons of material received during the same period last year. No material was diverted to back-up composting facilities.

There were 4,664 cubic yards of bulk LeafGro™ shipped this month, compared with 5505 cubic yards for the same period last year. There were 159 cubic yards of Linden Farm Humus sold; this compares with 446 cubic yards for the same period last year.

Bagging Operation – 27,700 bags were shipped to distributors. This compares with 25,600 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In September, no 1-cubic foot bags were sold. This compares with no bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 15,027 tons of ash residue and 5,175 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Tuscarora, Maryland – No wood waste was shipped to Butler Tree Service. DSWS began processing large-diameter bulky wood waste at the Transfer Station in October 2007 instead of shipping it to outside contractors to be processed; this material is now recycled on-site.

Laurel, Maryland – Approximately 1,295 tons of asphalt were shipped to The Recycling Center in Laurel, Maryland, for recycling this month.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-590-1032 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	528,187 (FY07)
Latest Recycling Rate Reported in Montgomery County	43.2% (FY07)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to receipt of 77,000 tons per fiscal year.</p> <p>In FY07, 69,032 tons of yard trim were received at the Dickerson Facility.</p> <p>(An additional 8,247 tons of yard trim received in FY07 were sent to back-up composting facilities, for a total of 77,279 tons received during the fiscal year.)</p>
# Residences receiving trash collection by County contractors	90,239
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,540
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

AQA	Air Quality Action
BDC	Building Design Construction
BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
COG	Council of Governments
CY	Calendar Year
DPS	Department of Permitting Services
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
DGS	Department of General Services
FMOS	Facilities, Maintenance and Operations Section
FY	Fiscal Year
HHW	Household Hazardous Waste
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
NMWDA	Northeast Maryland Waste Disposal Authority
NPDES	National Pollution Discharge Elimination System
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
PPM	Parts per million
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee

SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil